



FRESH BAKERY BEST BY DATES

**Attach a Best By Sticker on
Fresh Bakery Packages without a date code**

Write the date on the sticker per the guidelines below

Bakery Items	Best By Date AFTER Arrival
Bagels	15 Days
Cakes	10 Days
Muffins	10 Days
Cinnamon Rolls	7 Days
Croissants	7 Days
Danish	14 Days
Dinner Rolls	5 Days
Donuts	21 Days
Loaf	7 Days
Pie (Apple / Pumpkin)	21 Days
Pie (Cream / Cobbler)	7 Days

**USE 50% OFF STICKERS WHEN WITHIN 2 DAYS OF BEST BY DATE
DO NOT DISPLAY EXPIRED ITEMS ON THE SALES FLOOR
SCRAP ALL EXPIRED ITEMS IMMEDIATELY**



Daily Customer Ready Checklist – Fresh Lead

Week 2/11/23 to 2/18/23

Operations

FRESH LEAD OR ASSIGNED 99ERS

Check the following areas DAILY to ensure displays are Clean, Priced and FRESH! Partner with SM on areas of opportunity.

	Sat	Sun	Mon	Tue	Wed	Thurs	Fri
Produce Displays	Date →	19	20	21			
Bins/coolers clean prior to stocking (daily cleaning); floor mats clean and in place per guidelines	☒	☐	☒	☒	☐	☐	☐
Produce displayed under fill line for proper air flow	☒	☐	☒	☒	☐	☐	☐
Scales clean, working and located adjacent to "By the Pound" items	☒	☐	☒	☒	☐	☐	☐
Paper towels and spray bottle filled with water positioned on the bottom rack	☒	☐	☒	☒	☐	☐	☐
Produce properly rotated to ensure First In, First Out; spoiled produce removed, markdown programs followed	☒	☐	☒	☒	☐	☐	☐
Bananas crisscrossed when received to increase air flow. Properly displayed and correctly signed	☒	☐	☒	☒	☐	☐	☐
Produce repacked using Net Bags / Banana Bands per company guidelines	☒	☐	☒	☒	☐	☐	☐
All varieties represented with category flows, and correct pricing	☐	☐	☒	☒	☐	☐	☐
Fresh: Milk, Eggs, Deli, Frozen, Bread and Tortillas							
Deli, Freezer doors stocked with no cardboard, correctly priced; glass doors clean (inside & out)	☒	☐	☒	☒	☐	☐	☐
Area underneath bottom selling shelves are clean with no product on the ground	☒	☐	☒	☒	☐	☐	☐
Milk and Egg guidelines followed with dates checked. Stocking from rear of the deli doors	☐	☐	☒	☒	☐	☐	☐
Product properly rotated; expired items removed	☒	☐	☒	☒	☐	☐	☐
Close dated items marked down using markdown program guidelines (Except Milk)	☒	☐	☒	☒	☐	☐	☐
Bread and Tortilla displays stocked, rotated and correctly priced	☒	☐	☒	☒	☐	☐	☐
Backroom / Walk-In Cooler							
Walk-In Coolers clean, floors mopped, no product on floor	☒	☐	☒	☒	☐	☐	☐
Date code written or circled on backstock with permanent marker. If no date code, write date received	☒	☐	☒	☒	☐	☐	☐
Spoiled produce and expired fresh items scrapped	☒	☐	☒	☒	☐	☐	☐
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All Produce Coolers, Deli, Freezer and back refrigeration at correct temperature; Deli 36°-41°F, Freezer 0°-10°F	☒	☐	☒	☒	☐	☐	☐
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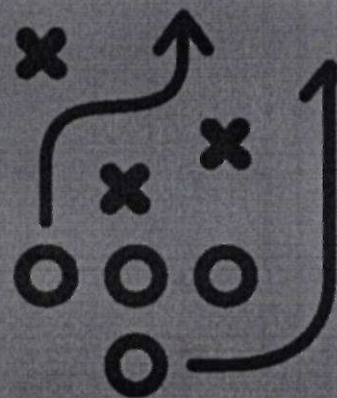
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Area underneath bottom selling shelves are clean with no product on the ground		☐	☐	☐	☐	☐	☐	☐
Milk and Egg guidelines followed with dates checked. Stocking from rear of the deli doors		☐	☐	☐	☐	☐	☐	☐
Product properly rotated; expired items removed		☐	☐	☐	☐	☐	☐	☐
Close dated items marked down using markdown program guidelines (Except Milk)		☐	☐	☐	☐	☐	☐	☐
Bread and Tortilla displays stocked, rotated and correctly priced		☐	☐	☐	☐	☐	☐	☐
Backroom / Walk-In Cooler								
Walk-In Coolers clean, floors mopped, no product on floor		☐	☐	☐	☐	☐	☐	☐
Date code written or circled on backstock with permanent marker. If no date code, write date received		☐	☐	☐	☐	☐	☐	☐
Spoiled produce and expired fresh items scrapped		☐	☐	☐	☐	☐	☐	☐
Operations								
All Produce Coolers, Deli, Freezer and back refrigeration at correct temperature; Deli 36°-41°F, Freezer 0°-10°F		☐	☐	☐	☐	☐	☐	☐
On-Hand Inventories of Fresh Items with too much or too little inventory are reviewed. Cycle Count if needed		☐	☐	☐	☐	☐	☐	☐
Fresh Lead Initial / ID								
MOD Initial / ID								

Keep in Fresh Binder at the Scrap Station for 4 weeks

If you are unable to complete for any reason, do not check the box. Notify your MOD regarding any issues.



SCRAP MANAGEMENT

**SELL MORE
SCRAP LESS**



PLAYBOOK

EFFICIENT – **A**LIGNED – **S**TANDARD – **I**NNOVATIVE

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Scrap Management Overview

WHAT IS SCRAP MANAGEMENT?

- ☐ Scrap Management is taking a **pro-active approach to selling product BEFORE it must be scrapped.**
- ☐ Scrapping an item should be the LAST OPTION!

WHY IS SCRAP MANAGEMENT IMPORTANT?

- ☐ Managing scrap helps improve a store's performance by ensuring teams **SELL MORE** product using tools available to **SCRAP LESS.**

HOW DO YOU MANAGE SCRAP?

- ☐ **Review Scrap Management EASi Playbook:**
 - Product Stocking, Rotation and Tools
 - ✓ 50% Off Markdown Program
 - ✓ Produce Net Bags 99.99¢ each
 - ✓ Banana Bands (Reduced price per pound)
 - ✓ Markdown Request Form (over 100 units)
 - ✓ Markdown and Scrap Chart
 - ✓ Cycle Counts
 - ✓ PLU / UPC Lookup Sheet
 - ✓ Produce Requiring Refrigeration Posting
 - Scrap Station, Processes and Reporting
 - Scrap Certification (Training)
- ☐ **Make Scrap Management Stick!**
 - Scrap must be managed daily and throughout the day!
 - Coach teams on tools available during store huddles.

KEY REMINDERS:

- ☐ Stock items requiring refrigeration in display coolers.
 - Place backstock in Walk-in Cooler/Freezer within 45 minutes of receipt.
 - Post Produce Requiring Refrigeration Posting on Walk-In Cooler Door to remind Associates what items require refrigeration.
- ☐ Rotate product BEFORE stocking new product.
 - Stock older dates in front of new dates.
 - Move older dated product to eye level shelves where Customers buy more.
- ☐ Check for Expired, Spoiled or Damaged product as you rotate and remove product from the Sales Floor.
 - **IF YOU WOULD NOT BUY IT, DO NOT SELL IT!**
- ☐ Use tools to markdown items close to expiration, or produce items nearing the end of its life cycle.
- ☐ Only Scrap Certified Associates can perform scrap processes.

Tools help you... sell through product **BEFORE** it needs to be scrapped

Use the following tools to SELL MORE and SCRAP LESS:

50% OFF STICKERS (DO NOT SCRAP ITEM)

- ☐ The purpose of the 50% Off Stickers is to sell damaged or short coded merchandise to minimize scrap. Items must be sellable in order to be marked down 50%. If not sellable, item will be scrapped.
- ☐ Categories included for the 50% Off Program are GM, Seasonal, Consumables, Fresh, and select Produce.
- ☐ DO NOT use 50% Off Stickers to markdown the following items:
 - Overstock Items • Individually Sold Produce Items • Produce Sold by the Pound • Milk
- ☐ DO NOT mark down dented cans of food. These items will be scrapped.
- ☐ View [SOP](#) for guidelines on how to utilize 50% Off Stickers for categories and the 50% Off Clearance Rack.
- ☐ **Best Practice:** Place stickers away from the original UPC to avoid scanning both UPCs at the same time.
- ☐ Keep 50% Off Stickers secured in the Manager's Office when not in use.

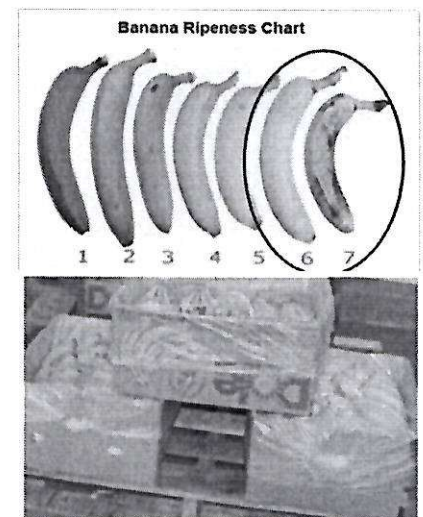
**Review SOPs in
Scrap Management
Folder on
99 Central
or
[Click Here to View](#)**

PRODUCE NET BAGS- 99.99¢ EACH (SCRAP BEFORE PLACING ITEMS IN NET BAG)

- ☐ Use to repackage produce sold by the pound or individually sold produce items.
- ☐ Place more quantities than the original package - Create a WOW deal for Customers!

BANANA BANDS

- ☐ Use to bundle and markdown "aged" Bananas.
 - Markdown Bananas when reaching Stage 6 or 7 as shown.
 - If Bananas do not sell at markdown price, scrap per process.
- ☐ **Best Practice:** When receiving Bananas, remove brown paper, uncover plastic bag and crisscross boxes to increase air flow and keep fresh.



MARKDOWN REQUEST FORM (OVER 100 UNITS)

- ☐ [Form can be found on 99 Central.](#) Use to request a markdown on Non-Fresh items with over 100 units that won't sell through by the Best-By / Use-By Date. (i.e. Grocery, Consumables, Health, Medicine)
 - Complete requests within 14 days of date on product.
 - If less than 100 units, use the other markdown tools available.

CYCLE COUNTS

- ☐ Enter ACCURATE Cycle Counts for all items!
 - Accuracy will lead to better allocations and minimize scrap.
 - Use SOP for Cycle Counting Bananas or any item sold by the Pound – [Cycle Counting Bananas](#)
 - Bananas with Red Markdown Tape must be included in your Cycle Counts.
 - Use Store Initiated Cycle Counts to report items with too much or too little inventory.
 - Only trained Associates can perform Cycle Counts independently.

PLU / UPC LOOKUP SHEET

- ☐ Use to quickly scan items without a UPC Label or PLU Code.
 - Place at each Register and Scrap Station.
 - Helps Cashiers scan items to keep inventory accurate.
 - Can also be used when performing Cycle Counts or Scrapping items.
- ☐ **Best Practice:** Coach Cashiers to always scan every item at POS.

PRODUCE REQUIRING REFRIGERATION POSTING

- ☐ Use to know which produce items require refrigeration.
 - Post on the Walk-in Cooler in Backroom.
 - Place items in Produce/Walk-in Coolers within 45 minutes of delivery.
- ☐ **Best Practice:** MOD to ensure all produce requiring refrigeration is properly stored in coolers after delivery.

DIGITAL PRODUCE SCALE (AT SCRAP STATION)

- ☐ Use to weigh produce sold by the pound items that must be scrapped and to perform Cycle Counts.
 - Place on table at Scrap Station.
 - The Digital Produce Scale is mobile and can be used on the Sales Floor before opening store.
 - Ensure batteries are replaced on a regular basis.
 - Helps ensure scrap is accurately entered in handheld scanners.

SCRAP KNOWLEDGE AND PERFORMANCE CHECK

- ☐ Use to verify Scrap Certified Associates understand the scrap process after training.
 - Must be completed within 9 days of Associate finishing training – See page 14 for instructions.
 - Ask questions on topics included to coach Scrap Certified Associates – **MAKE IT STICK!**

Follow these guidelines when STOCKING and ROTATING key categories:

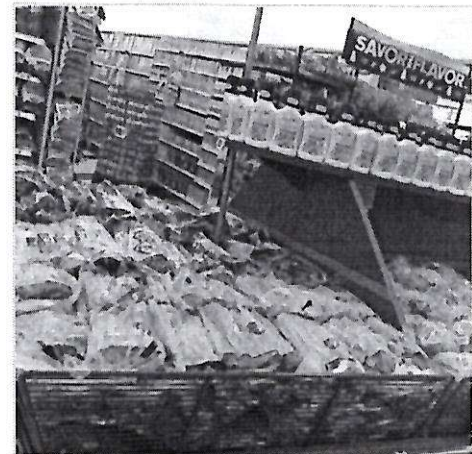
STAGES OF PRODUCE LIFE CYCLE

- ☐ It is important to have knowledge of the Produce Life Cycle so decisions can be made on when to repack, markdown or scrap. The Produce Life Cycle has 3 stages:
 - **Stage 1: Fresh** - Prime Selling point
 - **Stage 2: Good Value** - Produce will be repackaged using Produce Net Bags or marked down using 50% off stickers
 - **Stage 3: End of Life Cycle** - Produce is spoiled and must be scrapped
 - **This applies to most produce items (Sample picture shown)**

Three Stages of the Produce Life Cycle		
Stage 1 - Fresh	Stage 2 - Good Value	Stage 3 - End of Life Cycle
		
☒ Ripe and firm ☒ Bright colored ☒ Smells fresh	☒ Softening skin ☒ Browning ☒ Dulling color ☒ Dry skin ☒ Spotting	☒ Soft and mushy ☒ Wrinkling ☒ Rotting ☒ Expired
Prime selling	Repack /	Scrap

PRODUCE

- ☐ Remove any spoiled produce and clean fixtures before stocking.
- ☐ Rotate by placing newer product underneath older product.
- ☐ DO NOT overstock coolers above fill line - Allow for proper air flow.
 - DO NOT place any layers or covering underneath the product as this will block the air flow.
- ☐ Write or circle Date Code on backstock with a black permanent marker.
 - If item does not have a date code, write the date the product was received to ensure First In, First Out.
- ☐ **Markdown and Scrap Policy:** Use chart on Page 9 to determine how and when to markdown and scrap different types of Produce Items.

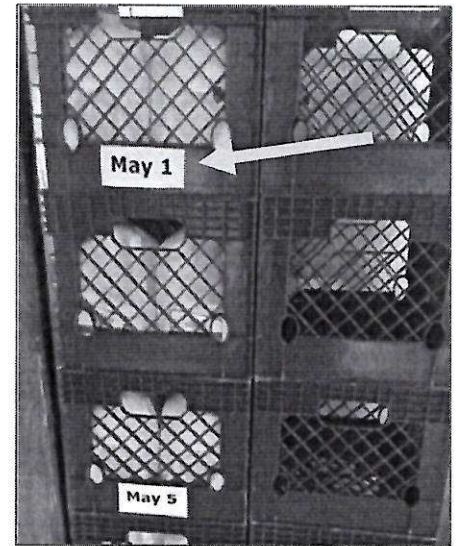


FLOWERS AND PLANTS

- ☐ Water Flowers and Plants before opening store and throughout the day. Unmaintained Flowers and Plants will not sell and cause unnecessary scrap.
- ☐ Display inside the store. Make sure it is not in a high heat area. DO NOT place rack in direct sun or complete shade.
- ☐ DO NOT over pack flower bunches into display buckets – Never more than (10) bunches in each bucket.
- ☐ **Markdown Policy:** Do NOT Markdown Flowers.
- ☐ **Markdown Policy:** Use 50% off Stickers when Plants have wilted droopy leaves, brown tips/edges that are crispy, or leaves turning brown or yellow.
- ☐ **When to Scrap:** When items become unsellable.

MILK

- ☐ Stock older dates first. Always rotate!
- ☐ Rotate backstock with oldest dates on top of newer dates (Sample Picture shown)
- ☐ Stock from the rear of the Deli Doors.
 - Closest dates are stocked in front of display!
- ☐ **Markdown Policy:** Do not use markdown tools on Milk.
- ☐ **When to Scrap:** When Milk is within 2 days of expiration. If today's date is 6/24, pull and scrap Milk with dates 6/25 and 6/26.



EGGS

- ☐ Stock older dates first. Always rotate!
- ☐ Stock from the rear of the Deli Doors.
 - Closest dates are stocked in front of display!
- ☐ **Markdown Policy:** Use 50% off Stickers when Eggs are within 2 days of expiration. If today's date is 6/24, use 50% Off Stickers to markdown Eggs with dates 6/25 and 6/26.
- ☐ **When to Scrap:** When item is past its date code. DO NOT sell after expiration date.

Best Practices

- ✓ When delivery arrives, use a team approach to break down pallets
- ✓ Place items requiring refrigeration in Walk-In Cooler within 45 minutes of receipt
- ✓ Separate backstock by type and date codes

DELI and FROZEN

- ☐ Stock older dates first. Always rotate!
- ☐ Write or circle the Date Code on backstock cases with a black permanent marker.
 - This will easily identify close dated product to stock first.
- ☐ **Markdown Policy:** Use 50% off Stickers when within 2 days of date. If today's date is 6/24, use 50% Off Stickers to markdown items with dates 6/25 and 6/26.
- ☐ **When to Scrap:** When item is past its date code. DO NOT sell after expiration date.



Product Stocking and Rotation

BREAD, TORTILLAS, BAKERY, HOSTESS, and MRS. FRESHLEY'S

- ☐ Rotate by placing new product under or behind product with the closest date.
 - ☐ Remove expired product from the Sales Floor.
 - Product arrived with DC Deliveries – Use Scrap Process.
 - Product arrived with DSD Deliveries (Includes Little Debbie and Bimbo and other DSD Bread Vendors) – Place in the Vendor Credits basket at the Scrap Station.
 - ☐ Use Best By Date Sticker Guide for direction on how to determine the Best By date for bakery items.
 - ☐ Post Fresh Bakery Best By Dates Posting on the Backroom Walk-In Freezer.
 - ☐ **Markdown Policy:** Use 50% off Stickers when within 2 days of date. If today's date is 6/24, use 50% Off Stickers to markdown items with dates 6/25 and 6/26.
 - Do not markdown DSD Bread Items!
 - ☐ **Best Practice:** Perform Cycle Counts to update on-hands to get better allocations and reduce scrap.
 - ☐ **When to Scrap:** DC Bread - When item is past its date code. DO NOT sell after expiration date.
- DO NOT scrap product received with DSD Deliveries. Follow Return to Vendor process for credit.

GROCERY

- ☐ Move Grocery items within 30 days of date on product to shelves at eye level or to a high traffic area (Top Shelf, Feature Areas, Extra Endcap, etc).
- ☐ **Markdown Policy:** If you have over 100 units of a Grocery item within 14 days of date on product, request a markdown using the "Markdown Request Form" on 99 Central.
- ☐ **Markdown Policy:** Use 50% off Stickers when 7 days before date. If today's date is 6/24, use 50% Off Stickers to markdown Grocery items with 6/30 date (Excludes Hostess and Mrs. Freshley's items)
- ☐ **When to Scrap:** When item is past its date code. DO NOT sell after date on product.

CONSUMABLES/HEALTH/MEDICINE

- ☐ Remove expired Medicine immediately:
 - California Stores – Place in the "TOXIC" Hazardous Waste Tote.
 - All Other Stores – Place in Scrap Station inside General Merchandise Basket.
- ☐ Rotate at the start of each month. Medicine with short date codes must be moved to top shelves.
- ☐ If item only has a month / year expiration date, it is good to sell through the last day of the month.
 - If expiration date is 6/2021, sell through 6/30/21, then scrap per process.
- ☐ **Markdown Policy:** If you have over 100 units of a Consumable item within 14 days of expiring, request a markdown using the "Markdown Request Form" on 99 Central.
- ☐ **Markdown Policy:** Use 50% off Stickers when within 7 days of date. If today's date is 6/24, use 50% Off Stickers to markdown Consumable items with 6/30 dates.
- ☐ **When to Scrap:** When item is past its date code. DO NOT sell after expiration date.



Product Stocking and Rotation

Use the following chart to determine when specific Categories will be repacked, marked down, displayed, signed and scrapped.

Category	Markdown Policy	Where to Display	Required Signage	When to Scrap
Packaged Produce with Best-By / Use-By Dates (Bagged Salad, Carrots, etc)	Use 50% Off Stickers when within 2 days of expiration date. If today's date is 6/24, use 50% Off Stickers to markdown dates 6/25 and 6/26	Adjacent to regularly priced product	NO	When item is past its date code
Packaged Produce without Dates (Berries, Mushrooms, Celery, Apples, etc)	Use 50% Off Stickers when produce reaches Stage 2 (Good Value) of the Produce Life Cycle	Adjacent to regularly priced product	NO	When item reaches Stage 3 of the Produce Life Cycle
Individually Sold Produce and Produce by the Pound (Bell Peppers, Corn, Mango)	Use Produce Net Bags when produce reaches Stage 2 (Good Value) of the Produce Life Cycle	Small Markdown Rack in the Produce Department	Produce Net Bag Sign	When item reaches Stage 2 of the Produce Life Cycle. Scrap before placing in the Produce Net Bag
Bananas	Use Banana Bands when reaching Stage 6 or 7	Separate from regularly priced Bananas	Banana Markdown Sign	Do not scrap when using banana bands. Scrap when Bananas are spoiled and unsellable
Flowers	Do not Markdown Flowers	Not applicable	NO	When item becomes unsellable
Plants	Use 50% off Stickers when Plants have wilted droopy leaves, brown tips/edges that are crispy, or leaves turning brown or yellow.	Adjacent to regularly priced product	NO	When item becomes unsellable
Milk	Do not Markdown Milk	Not applicable	NO	When Milk is within 2 days of expiration. If today's date is 6/24, pull and scrap Milk with dates 6/25 and 6/26.
Eggs	Use 50% Off Stickers when within 2 days of date. If today's date is 6/24, use 50% Off Stickers to markdown with dates 6/25 and 6/26	Adjacent to regularly priced product	NO	When item is past its date code
Deli and Frozen	Use 50% Off Stickers when within 2 days of date. If today's date is 6/24, use 50% Off Stickers to markdown with dates 6/25 and 6/26	Adjacent to regularly priced product	NO	When item is past its date code
Bread, Tortillas, Bakery, Hostess, and Mrs. Freshley's (Received with DC Deliveries)	Use 50% Off Stickers when within 2 days of date. If today's date is 6/24, use 50% Off Stickers to markdown with dates 6/25 and 6/26	Adjacent to regularly priced product	NO	When item is past its date code
DSD Bread (Includes Little Debbie - Received with DSD Deliveries)	Do not Markdown DSD Bread	Not applicable	NO	Place items in the 'Vendor Credits' basket at the Scrap Station. Do not scrap! Utilize Return to Vendor Process
Grocery	Use Markdown Request Form if you have over 100 units within 14 days of date. Use 50% Off Stickers when within 7 days of date. If today's date is 6/24, use 50% Off Stickers to markdown with dates 6/30	If a POS Markdown is issued from SSC, leave product in Home Location. If utilizing 50% Off Stickers, display on Markdown Rack	50% Off Markdown Sign	When item is past its date code
Consumable Health Medicine	Use Markdown Request Form if you have over 100 units within 14 days of date. Use 50% Off Stickers when within 7 days of date. If today's date is 6/24, use 50% Off Stickers to markdown with dates 6/30	If a POS Markdown is issued from SSC, leave product in Home Location. If utilizing 50% Off Stickers, display on Markdown Rack	50% Off Markdown Sign	When item is past its date code

POST AT SCRAP STATION